

Defense Travel System (DTS)

Training Plan



Version 2.0

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Document Approval

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1. INTRODUCTION

The introduction of a significantly different way of executing and managing travel for the Department of Defense (DoD) is a major undertaking, which will succeed only if the users and administrators of the system are knowledgeable and competent in their roles and responsibilities. Consequently, a comprehensive Defense Travel System (DTS) Training Program that integrates all forms of training is essential to the effective fielding of DTS. Successful execution of the DTS Training Program will also require close coordination with and cooperation of the Services and Agencies. This document delineates the responsibilities, audiences, prerequisites, and training events that comprise the DTS Training Program.

2. SCOPE

The DTS Training Program consists of three training partners:

- Program Management Office-DTS (PMO-DTS)
- Northrop Grumman Mission Systems (NGMS)
- DoD Service/Agency representatives.

The PMO-DTS provides, through the medium of web-based training, travel policies and procedures training designed to address government regulations, policies, and procedures applicable to the DTS traveler.

NGMS instruction focuses on the functional use of the DTS, the set-up procedures and system maintenance that Defense Travel Administration (DTA) personnel will use. In addition, Centrally Billed Account (CBA) reconciliation/certification and the automated debt management features of the system are covered.

3. TRAINING PHILOSOPHY

The training required to support implementation of DTS is an important component of fielding DTS. It is essential that organizations send the best-suited individuals to the appropriate training sessions. The information in Section 5.5 of this document will assist organizations in identifying which individuals should attend training and, recommended course prerequisites, where applicable.

The lessons within the DTS Training Program are based on the assumption that all users of DTS possess a basic proficiency in using a Windows-based operating system and Internet browser. Ideally, training participants should have more than a basic proficiency. Because the DTS Training Program does not include instruction on the use of a computer or a Windows-based operating system, any remedial instruction needed in those areas is an organizational responsibility.

4. RESPONSIBILITIES

4.1 PMO-DTS

The PMO-DTS is responsible for oversight of the DTS Training Program and for the development, coordination, distribution, and execution of all information contained therein. The PMO-DTS will also develop, in coordination with NGMS, a training schedule that supports site fielding, and ensure adequate training for each site.

4.2 DoD Services/Agencies

The DoD Service/Agency representatives assist the PMO-DTS in the coordination and execution of the DTS Training Program. They provide qualified individuals, in accordance with prerequisites outlined in this document, to attend appropriate DTS training courses and ensure all allocated training seats are filled. They also provide adequate facilities/equipment and Internet connectivity to the DTS Enterprise Web Training System (EWTS) to conduct DTS training IAW the requirements outlined in the Site Training Survey that is completed as part of the Site Fielding Plan. They are responsible for their Service/Agency TDY funding for attendance at most DTS training functions.

With the support of the DTS Training Program, the Service/Agency representatives develop the requisite training capability to support fielding of DTS within their Service/Agency. Service/Agencies are responsible for developing and conducting any additional unique training for their own organizations. If a site needs additional training, DTS classes can be arranged through the PMO-DTS using the Optional Services Catalog.

4.3 NGMS

NGMS develops and conducts training on the organizational set-up and use of the DTS. NGMS provides the training teams and equipment, as necessary, to support the conduct of training and the DTS training schedule. In addition, NGMS conducts Commercial Travel Office (CTO) Outreach conference calls with all CTOs with DTS connectivity on a scheduled basis to review enhancements that affect the CTOs, and to discuss operational tips,

5. TRAINING PROGRAM

The components of the DTS Training Program consist of:

- Defense Travel Administration (DTA) course
- Training modules required for new functionality, for example:
 - Centrally Billed Account (CBA) Reconciliation
 - Debt Management Monitor (DMM)
- Travel Policies and Procedures course
- DTA Seminars
- Training Simulation Exercise.

5.1 DTA Course

The DTA course is a 3½-day class for DTA personnel focusing on the functionality for setting up the DTA structure for their organization(s). In addition, the course covers traveler tasks (i.e., creating authorizations, vouchers, and local vouchers), and travel approval and payment processes. Generally, this course is conducted approximately 45-60 days prior to a site's implementation of the DTS. Training dates, and the number of allocated DTA classes, will be coordinated with the Service/Agency to support the site's fielding plan and provide adequate training for the site's primary DTAs. For planning purposes, one (1) DTA training seat will be allocated per 200 potential travelers at a site. These planning figures are used to develop the initial DTA training requirements for the site. Specific seat and class requirements may be further refined with the Service/Agency as part of the site fielding plan. Due to equipment requirements and optimal instructor/student ratio, class size will be limited to twenty (20) students.

5.2 Training Modules Required for New Functionalities

Currently two separate training modules are taught on the last day of DTA training in the afternoon.

5.2.1 Debt Management Monitor (DMM) Training

DMM training is designed for finance personnel who will manage overpayment/underpayment in DTS at their site. This four-hour block of instruction discusses the debt management procedures within DTS. Prior to attending this course, DMM personnel should have attended a DTA training class, or, at a minimum, be familiar with DTS Document Processing. As a prerequisite, DMM Personnel should also be familiar with the existing DoD debt management policies.

5.2.2 Centrally Billed Account (CBA) Reconciliation Training

CBA training is designed to teach Transportation Officers (TO) and their staff to use the DTS CBA Reconciliation tool. This four-hour block of instruction is targeted at those TOs and other individuals who are actively involved in the CBA reconciliation process for their installation. It is suggested that CBA Reconciliation personnel attend a DTA training class, or, at a minimum, have a working knowledge of DTS, prior to attending this course. As a prerequisite, TOs should also be familiar with existing (i.e., outside of DTS) CBA reconciliation processes.

5.3 Travel Policy Course

Government travel policies and procedures training is accomplished via a web-based training (WBT) course found on the DTS portal (www.defensetravel.osd.mil/). It is highly suggested that the Lead DTAs (LDTAs), Organizational DTAs (ODTAs), and Authorizing Officials (AOs) complete this course prior to the PMO Remote Support phase. Additional travel policy information will be disseminated during the DTA Seminars and through Help Desk notifications when applicable throughout the year.

5.4 DTA Seminars

There are two types of DTA seminars:

- Newcomers
- Users

The DTA Seminars for Newcomers (sites yet to be fielded) are targeted at the LDTAs and those personnel who will be developing their organization's DTS hierarchies and performing DTA administrative setup functions. Selected personnel should attend these seminars approximately 90-150 days prior to their site's DTS fielding date.

The DTA Seminars for Users are targeted at operational sites that have been fielded and using DTS.

The PMO-DTS will notify the Service/Agency representatives as to the date and location of the DTA Seminars and the number of seats they have been allocated. Each seminar is normally a two to three day event, held at the NGMS Fair Lakes, VA offices on a quarterly basis.

5.5 Training Simulation Exercise

The Fielding Simulation Exercise is a five-day session held at the NGMS Fair Lakes, VA offices. These exercise sessions are scheduled in coordination with the PMO on a quarterly basis, using experienced Lead Fielders. The purpose of these exercises is to allow Service/Agency representatives, and PMO/NGMS personnel to walk through each on-site fielding activity for which they have a responsibility. The simulation exercises provide information and concepts to successfully plan and execute the fielding of DTS. The participants take on different roles, such as a Fielder, LDTA, ODTA, and Help Desk during the simulation exercises. The goal of the exercises is to demonstrate the PMO approved approach to fielding.

6. SELECTING PARTICIPANTS/COURSE PREREQUISITES

In determining who should attend DTA training, consideration must be given by the Service/Agency to the organization's DTA structure. While all areas of the DTA are important, due to limited training seats, it is recommended that priority for DTA course attendance be given to individuals who will be serving as LDTAs, ODTAs, Financial DTAs (FDTAs), and TOs. It is recommended that individuals selected to attend DTA training have a minimum of 12 months remaining in the organization upon completion of training. In addition, it is suggested that the LDTAs review the training materials and complete the travel policy and procedures WBT course prior to attending the DTA training. This will allow the LDTA to give additional guidance to the ODTAs. All DTA training participants must be familiar in using computers with a Windows-based operating system.

The following information on the duties and responsibilities for the LDTA, ODTA, FDTA, TO, and AO may be helpful in determining who should be selected to perform these duties and attend the DTA training class. The rank/grade of the individual(s) selected should be appropriate for the duties and responsibilities that they will be charged with, and allow them the ability to make key decisions for DTS at their site or organization:

- **LDTA** – The duties and responsibilities of the LDTA are generally to ensure that DTS implementation for their site is planned, and that system requirements, such as the organizational structure, sub-organizations, lines of accounting, routing lists, conditional routing lists, authorizing officials, and travelers are identified prior to deployment. The LDTA is the main point of contact for the site organization and the leader of the implementation team, coordinating all of the implementation requirements.
- **ODTA** – ODTAs are individuals who are responsible for the administration of DTS at the organization level and, as such, assist the LDTA with overall DTS administration for the site. ODTAs should be individuals who are involved in their organization’s current travel process and who will remain involved in DTS.
- **FDTA** – FDTAs may be budget, resource management, or accounting and finance personnel who would be responsible for managing and supporting the financial aspects of DTS at the organizational and/or site level. FDTAs have funds control responsibility within DTS and are responsible for managing lines of accounting and ensuring that all financial information remains accurate. FDTAs must also comply with all local financial policies and procedures for monitoring funds.
- **Budget DTA** – Assists the FDTA in budgetary and Line of Accounting (LOA) matters and functions as assigned by the FDTA.
- **TO** – The TO is the individual appointed by the Commander or Director as the subject matter expert for aspects relating to travel and transportation, as applicable to the site or installation (e.g., reconciliation of centrally billed accounts (CBA) and group travel). This person may be designated as the “installation transportation officer,” “traffic manager,” “traffic management officer,” “passenger transportation officer,” or “travel specialist.” The TO, as an integral part of the overall travel business process for a site, should have a working knowledge of DTS. The TO is also a Certifying Official and may be held pecuniary liable for erroneous payments resulting from the negligent or fraudulent performance of their duties.
- **AO** – AOs are the officials at the operational level who have the responsibility for the mission and the authority to obligate funds to support TDY travel for the mission. It is not recommended that an AO also be a DTA unless approved by the Service/Agency. AOs authorize only travel necessary to accomplish the mission of the Government. An AO may also be a Certifying Officer (CO) (e.g., approves authorizations that include a request for a non-ATM advance or scheduled partial payment (SPP) and/or approves a voucher from an authorization or local voucher). AOs may be held pecuniary liable for erroneous payments resulting from the negligent or fraudulent performance of their duties.

7. ADDITIONAL TRAINING INFORMATION

Prior to attending training, it is highly recommended that all training participants review the DTS training materials found on the DTS portal. All training manuals and instructional materials

used in the DTA course, as well as tri-folds, are located on the DTS portal, under the Training Section. The tri-folds are quick job aids that can be modified for use by the LDTA in traveler and AO training at their site.

In addition, WBT courses for DTAs, AOs, and Travelers are available and should be reviewed prior to attending any formal DTS course of instruction. The CBA and DMM courses are also available as Macromedia Captivate (formerly RoboDemo) files, which can be downloaded. The DTS WBT courses are located in the Training Section, under “DTS Online Training.”

The DTS courses and instructional materials have been refined throughout DTS fielding. The goal is to make the training efficient and minimize the number and duration of classroom lessons by the use of more interactive and web-based training. These steps will provide greater flexibility to organizations in accomplishing the training needed to implement and sustain DTS.

8. DELIVERY OF TRAINING

The NGMS training team, consisting of two instructors, will deliver DTA training either onsite or at NGMS, in Fair Lakes, VA. The senior NGMS trainer will be the lead trainer for the site DTS training classes. As previously indicated, due to optimal instructor/student ratio and equipment requirements, the class size will be limited to twenty (20) individuals for DTA training.

8.1 Enterprise Web Training System (EWTS)

The DTS Enterprise Web Training System (EWTS) provides a “live” training system that mirrors the functionality of the DTS production system. The environment provides sustainment training capability for DoD DTS sites for the conduct of “in-house” DTS training. It also provides access to the most current version of DTS for use at the local level, for new users of DTS and for refresher training. The system allows DTAs, AOs, and travelers “hands-on” access to the DTS and the ability to create “training” organizations, authorizations, local vouchers, and vouchers from authorizations.

The DTS EWTS training environment may be tailored to reflect the site’s DTS organizational administrative setup for use during its traveler/DTA/AO training sessions. While EWTS will come with a “generic” training organization, it is highly recommended that each site establish a unique training organization that mirrors their actual travel processes.

The DTS EWTS can provide hands-on experience with the DTS. It allows the routing of documents for AO approval and access to all components of the DTS (i.e., Digital Signature, Defense Table of Distances (DTOD), Global Distribution System (GDS) reservation system, and Payment Module). However, connectivity to the Passenger Name Record (PNR Gateway) for CTO actions is not part of the system, thereby precluding the creation of actual reservations. There is also no external interface to the Payment Module, to preclude actual financial obligations. Sites are issued training certificates that allow access to EWTS and mirror the manner that a traveler accesses the production DTS.

The DTS EWTS is part of the overall DTS training program. It should not, however, be viewed as a “stand-alone” product. Without proper instruction, it will be difficult for sites to tailor and use the EWTS.

8.2 Web-Based Training (WBT)

As previously mentioned, DTS has several online training programs which may be accessed via the DTS website. The “Online Training” section features DTS online learning (i.e., WBT) and instructional tools for DTS.

8.2.1 DTS Policies and Procedures WBT Course

The DTS Policies and Procedures WBT course provides the user with important information on the background and history of the DTS, and travel in accordance with Appendix O of the Joint Federal Travel Regulation (JFTR) or Joint Travel Regulation (JTR), the policies and procedures that govern travel when using DTS.

8.2.2 DTS Functional WBT Course

The DTS functional WBT course provides Document Processing, Route and Review, Defense Travel Administration (DTA), Centrally Billed Account (CBA) Reconciliation, and Debt Management Monitor (DMM) training. It is designed for both first time and experienced users, providing self-paced training at the user’s desktop.

8.2.3 Certifying Officers and Accountable Officials WBT Course

Public Law 31 USC Section 3325 requires Certifying Officers within DoD be appointed by issuance of a DD Form 577. In addition, Volume 5, Chapter 33 of the DoD Financial Management Regulation (FMR) states, “Supervisors of accountable officials and certifying officers are responsible for training, including initial training for new personnel and periodic refresher training for other personnel.” The section on Travel in the Certifying Officers and Accountable Official WBT course (<http://www.saffm.hq.af.mil/coaotut>) will satisfy the training requirement for Certifying Officers and accountable officials for travel entitlements in DTS. It also provides a Certificate of Completion that can be printed and retained on file.

8.2.4 DTS Demonstrations

The DTS Demonstrations are “silent movies” showing the steps and screens to complete the various tasks within DTS. It is suggested that these presentations be first downloaded and installed onto your PC before running. Once installed, to start the self-paced demonstration, click on the program start file. While the demonstration is running, you can use the navigation bar at the bottom of the screen to rewind, backup, play, pause, forward, or exit the program. Sit back, relax, and enjoy the show.

9. COORDINATION AND SUPPORT

All Phase II DTS sites will receive DTA training based upon the training needs of their organizations and their site-fielding plan. Exact training dates will be determined from several factors including the site's fielding date and availability of training resources.

To ensure that training is properly coordinated and that available training seats for all classes are fully utilized, each site must identify a DTS Training Point of Contact (POC), which is usually the LDTA. This individual will be responsible for coordinating all training requirements for their site's organizations, including any tenants, with the PMO-DTS.

The site's schedule and allocation of class seats will be managed by the PMO-DTS in close coordination with the Service/Agency and NGMS (see Appendix A for a list of tasks). All organizations will be afforded an adequate number of training seats to meet their needs. Information will be disseminated to the Service/Agency via their DTS Training POC to assist in identifying training sites, dates, and the organizations supported by each training event. Training class rosters for each class must be provided by the site DTS Training POC to the PMO-DTS site lead NLT two weeks prior to conducting DTA training.

The NGMS Training Team will ensure that all required NGMS training equipment is available for the conduct of DTA training. Organizations providing facilities for the training classes will not be required to provide computers, but will be expected to provide general classroom support, to include: a heated/air-conditioned classroom, Internet access, audiovisual capabilities (to include a white projection screen), electrical power connections, tables, and chairs for students and instructors.

Specific training support requirements are identified in the DTS Training Site Survey (located on the DTS website in the "Training" section). Each site will be required to complete a Training Site Survey at least 30 days (60 days for overseas classes) prior to the first training class start date. The Training Site Survey USERID and password for each site will be provided by the PMO to each site so that they can access the survey. Note: Completion of the site's Training Survey is part of the site's DTS fielding plan.

The following options are available to the Services or Agencies when determining the equipment requirements for DTA training. They are listed in the order of preference and should be considered in this order when the site DTS Training POC begins the training planning process:

1. **Onsite Using NGMS Training Equipment** – This is the preferred option for conducting training and should be the site's first and primary choice. The Training Site Survey will provide the site DTS Training POC with all of the necessary information regarding training room size and configuration, as well as connectivity requirements for the DTA training.
2. **Onsite Using the Site's Equipment** – If a site has adequate equipment and classroom facilities, as specified in the Training Site Survey, they may elect to use their own computer for DTS training. Use of the site's equipment must be coordinated between the site POC and NGMS to insure that the local equipment and facilities meets all of the requirements and specifications needed to conduct the DTA training.

3. **At NGMS Training Facilities, Fair Lakes, Virginia** – Based on availability, the NGMS training facility may be used for the conduct of DTS training for a site. Use of this facility will be coordinated between the site POC, the PMO fielding team, and NGMS. If training is to be conducted at NGMS, there are no costs related to facility usage. However, it is the responsibility of the site to fund all necessary student TDY expenses associated with attending training. If this option is chosen by the site, the PMO is not responsible for any training related TDY costs.

10. ADDITIONAL TRAINING FOR PHASE II AND PHASE III SITES

10.1 Phase II Sites

Phase II sites that want additional DTA training classes beyond their allocation may purchase them from NGMS. Coordination for the purchase of additional training classes is made through the PMO-DTS Optional Services Catalog and is subject to the availability of NGMS training resources.

10.2 Phase III Sites

All training for Phase III sites is the responsibility of the individual Service/Agency. This training may be conducted using Phase I/II DTAs or purchased through the PMO-DTS from NGMS via the Optional Services Catalog.

APPENDIX A – TRAINER TASKS FOR PREPARING AND CONDUCTING DTA TRAINING AT A SITE

4-6 weeks before DTA training is scheduled to begin:

1. Lead Trainer makes initial contact with the LDTA and/or Training POC.
2. Receive from the LDTA information on the following:
 - a. Base access (security forms and procedures)
 - b. Classroom information
 - c. Need for NGMS laptops
3. Confirm with the LDTA class times and locations. Additionally, the Lead trainer will coordinate with the Training Coordinator and PMO Scheduler of any changes that occur.

2-3 weeks before DTA training is scheduled to begin:

4. Confirm that the Training Site Survey is completed.
5. Mail all training materials.
6. Receive class roster from the Training Coordinator.
7. Coordinate with the LDTA the daily training class start and end times.
8. Ensure that all security forms have been filled out and submitted.
9. Coordinate with the site IT personnel on equipment and/or connectivity issues.
10. Complete the Pre-deployment Checklist.
11. Make the appropriate travel arrangements to arrive at the site in accordance with the agreed-upon site setup schedule.

One day before DTA training is scheduled to begin:

12. Meet with the LDTA (this is usually the class set up day).
13. Setup the classroom and organize the training materials.
14. Setup/test the equipment and connectivity (including DBSign installation, if required).
15. Test the training certificates.

During the DTA training:

16. On a daily basis, ensure that the classroom and equipment are ready for the students prior to their arrival.
17. Maintain attendance (The Lead Trainer determines if students meet course requirements and certifies course completion).
18. Present the DTA training in accordance with the prescribed curriculum and schedule (this included any additional training modules, such as DMM and CBA).
19. Assist the LDTA on DTS related matters.
20. Submit daily site training reports as required. Daily reports are to be submitted to the PMO whenever there are any major training issues or DTS travel policy/procedure questions are asked. Note: Any outstanding DTS travel policy/procedure questions are to be answered by the PMO.
21. Ensure that the students electronically register and complete the class evaluation on the last day of class.

After the DTA training:

22. Ensure classroom area is clean and restored to the same condition as upon arrival.
23. Ensure that the equipment is packed and ready for return shipment. Provide the necessary paperwork to the Site POC prior to departing the site.
24. Submit an After Action Report (AAR) for each training site to the PMO Training Coordinator upon completion of the DTA training. The report should also include the number of students who received their Certificate of Training.